



PittMAPS - Supporting Department Managers with Data Driven Decision Making

	A	B	C	D	E	F	G
1	Performance Indicators	Jan'09	Feb'09	Mar'09	Apr'09	May'09	Jun'09
2	Number of Compliance Cases	13	7	7	9	5	10
3	Average Number of Days to Process a Case	332	259	277	303	308	184
4	Meet or exceed Federal Government case acceptance rate	100%	100%	100%	100%	100%	100%
5	Reduction in number of reconsideration/review requests	1	0	1	0	0	1
6	% of compliance cases for housing processed in less than 100 days	50%	50%	0	75%	0%	100.00%
7	% of compliance cases for employment processed in less than 270 days	25%	50%	75%	20.00%	25%	50.00%
8							
9							
10							
11							
12							
13							



PittMAPS - Supporting Department Managers with Data Driven Decision Making

	A	H	I	J	K	L	M
1	Performance Indicators	Jul'09	Aug'09	Sep'09	Oct'09	Nov'09	Dec'09
2	Number of Compliance Cases	9		12	19	8	7
3	Average Number of Days to Process a Case			403	323	334	259
4	Meet or exceed Federal Government case acceptance rate	100%		100%	100%	100%	100%
5	Reduction in number of reconsideration/review requests	0		0	1	0	0
6	% of compliance cases for housing processed in less than 100 days	100%		100%	50%	100%	0
7	% of compliance cases for employment processed in less than 270 days			25%	47%	25%	58%
8							
9							
10							
11							
12							
13							